Managed Service Provider Request for Proposal

RFP COORDINATOR:

Michael Keith
City of Carthage
417-237-7000
326 Grant St.
Carthage, MO 64836
m.keith@carthagemo.gov

Issued Date: May 8, 2023

TABLE OF CONTENTS

1. Introduction

The City of Carthage is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to the City of Carthage. This contract will be renewable on a year-to-year basis by mutual consent by both parties.

1.1 About the City of Carthage

Known for its history related to the Civil War and location on Route 66, Carthage is the home for   approximately 15,000 citizens. Its median age is 32, its median household income is $33,300, and is 69% white and 26% Hispanic.

The City of Carthage maintains an average balance of over 8 million in various income and disbursement accounts. Carthage Water & Electric Plant, Powers Museum and Carthage Public Library maintain income accounts with the City of Carthage included in the above average. Total revenues received for fiscal year 2021-2022 were over 10 million for City operations not including the Utility.

1.2 Purpose

With this RFP, the City of Carthage is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for the City of Carthage.

This RFP is issued solely for information and planning purposes. This document does not commit the City of Carthage to contract for any service, supply, or subscription whatsoever. The City of Carthage will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with a response will solely reside at the responding party's expense.

1.3 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to the City of Carthage Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

2. Environment Overview

The information below outlines the general demographics of the City of Carthage and our current technical environment.

Office Locations:

Carthage City Hall

326 Grant St

Carthage, MO 64836

Carthage Memorial Hall

407 S Garrison Ave

Carthage, MO 64836

Carthage Police Dept.

310 W 4th St

Carthage, MO 64836

Carthage Fire Dept.

401 W Chestnut

Carthage, MO64836

Public Works

623 E 7th St

Carthage, MO 64836

Parks and Rec

521 Robert Ellis Young Dr.

Carthage, MO 64836

Carthage Golf Course

2000 Richard Webster Dr.

Carthage, MO 64836

Number of Employees:

The City of Carthage currently has 110 full time employees and 30 part time employees.

Current Technical Environment:

- **Core Hardware**
  - (2) Sonicwall firewall in a high availability pair
  - (10) Mikrotik routers
  - (27) Unifi layer 2 and layer 3 switches
  - Various commercial layer 2 switches
  - Various commercial Wifi extenders
  - (3) Unifi UNVRs
  - (21) Unifi Access control points
  - (1) Unifi Cloud Key
  - (10) HP ProLiant servers
  - (1) MSHP Mules router
- **Software Systems & Major Applications**
  - Microsoft Exchange
  - Active Directory
  - Hyper-V
  - Duo
  - Unifi Network Application Controller
  - KnowBe4
  - Crexendo Cloud Controller
  - LenelS2 Security Controller
  - Zabbix Netowrk Monitoring
  - Incode
  - OpenGov
  - CivicPlus
  - CivicRec
  - Laserfiche
  - Microsoft Office 2016
  - Omnigo
  - Omnigo-Mules Interface
  - Mules 5
  - GIS
  - FirstDue
  - Adobe Products
- **Connectivity**
  - Carthage Water and Electric Fiber WAN and LAN
  - Carthage Water and Electric Premium Wireless WAN

- **Remote Access / VPN**
  - Sonicwall NetExtender
  - NetMotion VPN
  - RDP (1 instance)
- **Backups, Antivirus and Remote Support Software**
  - Bit Defender AV and EDR
  - Microsoft Defender
  - Splashtop (remote support)
  - Duplicati (backups)
- **Workstations and other Devices**
  - Dell Workstations running Windows 10 and Windows 11
  - HP Workstations running Windows 10 and Windows 11

3. Service Requirements

As part of this RFP, the City of Carthage has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support -** The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of the City of Carthage's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure City of Carthage's IT systems and resources are properly managed and maintained.
- **Third Party Software Updating –** The MSP must provide management of common third-party software and ensure systems are properly updated and maintained, especially from security risks.
- **Business Continuity and Disaster Recovery –** The MSP must be able to support the City of Carthage's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need. The ability to run the organization's environment on a local appliance is preferred**.**
- **Offsite Backup** – The MSP must execute at least a nightly backup plan for the critical servers and data to offsite data centers, including a regularly-tested recovery process.
- **Email System Management** – The City of Carthage requires the management and administration of the City of Carthage's email system for all users.
- **Email Virus, Spam & Phishing Protection** – The City of Carthage requires maintaining solutions to defend against security threats coming through email including phishing, malware, spam, viruses.

- **On-Site Support –** When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** – The City of Carthage requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by the City of Carthage.
- **Security Systems Monitoring –** MSP must provide proactive monitoring and management of the City of Carthage's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions the City of Carthage may utilize.
- **Vendor Management –** The MSP should be able to manage other vendors which may be contracted for or by the City of Carthage and serve as the key point of contact unless otherwise appointed.
- **Warranty and Lifecycle Management** – The City of Carthage expects the MSP to maintain hardware and asset information that includes Desktops, Laptops, Servers, Printers/Scanners, MFPs and notify the City of Carthage of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of the City of Carthage's devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site if requested or required.
- **Desktop and Laptop Support -** MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers and Scanners -**The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – The City of Carthage is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support -** In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the organization's network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- **Reporting –** The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and

assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.

- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Organization Objective Mapping** – The MSP will work with business decision makers to ensure that the important organization objectives are being met with their use of technology solutions.
- **Account Management –** The MSP must offer an internal escalation process in tandem with the City of Carthage to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management –** The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or the City of Carthage.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels –** The MSP should identify service level agreements or objectives and report back on a regular basis to the City of Carthage on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting -** The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff -** The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance –** The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards and HIPAA Security Rules. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Legal and Compliance Requirements include**
  - **CJIS** background check completed; and Level 4 Security Awareness certification for all technical MSP Staff on an annual basis
  - **MSHP** Security Standards Awareness for **MULES**
  - Experience with **Public Safety** and **Security Management** platforms like **Omingo**
  - **HIPAA** compliance awareness and ability to advise regarding technical requirements
  - Awareness of **Sunshine Law** in order to help the organization know what's needed to comply
- **Scalability –** The MSP must be able to offer a model where scaling up or down from a system and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA) –** MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication. This may include both cloud-based and on-premises resources.
- **DNS Filtering –** MSP must be able to provide and manage content filtering to align with organization's policies and threat filtering from domains and websites that are dangerous to end users and to the organization's security posture. Including when machines are roaming or in use during travel.

- **Managed EDR (MDR) –** MSP must be able to provide a Managed Endpoint Detection & Response product from a reputable, and trusted industry vendor.
- **Application Ringfencing –** MSP must be able to provide a security capability that will block files, scripts, and processes from performing actions that are abnormal on user workstations.
- **End-User Security Awareness Training –** MSP should offer Security Awareness Training to teach the City of Carthage's staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing -** The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the City of Carthage's business network.
- **Managed SOC-as-a-Service -** The MSP should offer 24x7 Managed SOC-as-a-Service to monitor the City of Carthage's environment and ensure proactive detection and response to threats, intrusions, and attacks.
- **Threat Hunting –** The MSP should offer the ability to continually review systems for advanced persistent threats that may have bypassed by other layers of protection. This includes zero-day threats and other new or novel attacks that are discovered.
- **Ransomware Monitoring –** The MSP should offer ransomware monitoring that is able to isolate any machine(s) that show signs of infection and encryption or otherwise altered data to limit the scope of the damage.
- **Dark Web Monitoring –** The MSP should offer monitoring of email domains and passwords that have leaked onto the dark web to enable users a chance to change passwords that have been leaked/breached from various sources online.

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the *Intent to Respond and Questions Due* date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

4.2 Primary RFP Contact
Please direct all inquiries regarding to this RFP to:
　　　　Michael Keith
　　　　IT Administrator
　　　　City of Carthage
　　　　m.keith@carthagemo.gov
　　　　417-237-7000

4.3 Response Delivery Instructions

The City of Carthage requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than **June 8, 2023** to:

> Miranda Deal
> Deputy City Clerk
> City of Carthage MO
> m.deal@carthagemo.gov

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

5. Selection Criteria & Process

5.1 Selection Criteria

The City of Carthage will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. The City of Carthage is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

5.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.

- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.

- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

6. Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the RFP process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Published & Distributed	May 17, 2023
Intent to Respond & Questions Due from MSPs	June 1, 2023
MSP Selection	June 12, 2023
Award Contract	June 27, 2023
MSP "Go Live"	July 1, 2023

Thank You

The City of Carthage looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for the City of Carthage. We appreciate and value your input, expertise, and feedback.

Attachment A

RFP Response Form: Corporate Information
Please provide the following information about your company.

1.0	Company Profile	
1.1	Company Name	
1.2	Company Address	
1.3	Contact Information (Party responsible for responding to this RFP)	
1.4	Company Webpage	
1.5	Main Products / Services	
1.6	Main Market / Customers	
1.7	Number of years in the Market	
1.8	When did you first start providing similar solutions?	
1.9	Company location(s)	
1.10	Number of Employees	
1.11	Number of Employees in Account Management	
1.12	Number of Employees in Technical Support	
1.13	Notable Acquisitions	
1.14	Key Business Partnerships	

2.0	Financial Information	
2.1	Previous year gross revenue	
2.2	Previous year net income	
2.3	Return on investment	

Attachment B

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

[Example questions listed below. Add/remove/edit as appropriate.]

1.0	General
1.1	**Q. What are the general types of organizations your clients represent?** A.
1.2	**Q. Why do you believe that you are a good fit with our organization?** A.
1.3	**Q. Describe your onboarding/implementation process and approach if you were selected?** A.
1.4	**Q. Do you conduct QBRs and what is the nature of those meetings?** A.
1.5	**Q. How do you typically work with IT Management at clients who have staff members?** A.
1.6	**Q. What do you feel your overall strengths and differentiators are?** A.
1.7	**Q. Do you serve clients with 24 X 7 requirements?** A.
1.8	**Q. What services do you offer besides the core services of a Managed Service Provider?** A.
1.9	**Q. What type of training do you offer either during onboarding or ongoing?** A.
1.10	**Q. What do you feel are your biggest hurdles to a successful relationship?** A.
1.11	**Q. What training resources are available for team members?** A.
1.12	**Q. What type of general expertise can you provide in key technology areas?** A.

1.13	**Q. What differentiates your organization from your competitors in the marketplace?** A.

2.0 Processes

2.1	**Q. Do you use in-house or contracted resources for helpdesk services?** A.
2.2	**Q. Describe your process for onboarding the City of Carthage to your MSP services?** A.
2.3	**Q. What City of Carthage resources would you require (i.e., information, data, staff resources, communication) during initial onboarding and on an ongoing basis?** A.
2.4	**Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).** A.
2.5	**Q. Describe the escalation and account management process.** A.
2.6	**Q. Where is/are your support center(s) located?** A.
2.7	**Q. How involved is your team with creating project plans/testing during technical projects?** A.
2.8	**Q. Do you follow ITIL or other processes aligned with industry standard practices?** A.
2.9	**Q. Do you participate in drills or tests i.e. DR Plan, IR Plan, etc.?** A.
2.10	**Q. How do you notify users of maintenance windows or system outages?** A.
2.11	**Q. What types of diagrams would you typically create/maintain?** A.
2.12	**Q. Do you offer knowledge bases for common issues and how are they utilized?** A.
2.13	**Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?** A.

| 2.14 | **Q. How often do you conduct DR testing?** |
| | A. |

| 2.15 | **Q. Describe the hiring process you follow for your technical staff that will have access to our systems, including background checks and qualifications.** |
| | |

3.0 Technology

| 3.1 | **Q. What types of monitoring agents would you use for end user devices?** |
| | A. |

| 3.2 | **Q. What is the back-end help desk system you use?** |
| | A. |

| 3.3 | **Q. Do you offer managed firewalls or other managed technology?** |
| | A. |

| 3.4 | **Q. Do you offer MDM or other mobile management technology?** |
| | A. |

| 3.5 | **Q. Do you offer a SIEM or other security-based technology?** |
| | A. |

| 3.6 | **Q. Do you have tools to provide system uptime metrics?** |
| | A. |

| 3.7 | **Q. What tools do you use for network monitoring?** |
| | A. |

| 3.8 | **Q. What tools do you use for system monitoring or general health level of end user devices?** |
| | A. |

| 3.9 | **Q. What solution do you offer for laptop/workstation encryption?** |
| | A. |

| 3.10 | **Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.** |
| | A. |

| 3.11 | **Q. Describe the primary applicable Line of Business or Primary applications listed in Section 2 that you have familiarity with and the extent of your familiarity:** |
| | |

4.0 Support

4.1

Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

A.

4.2

Q. Please provide details on your standard reporting capabilities.

A.

4.3

Q. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.

A.

4.4

Q. What options are available for user training and technical training that may be required by staff?

A.

4.5

Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.

A.

4.6

Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

A.

4.7

Q. The City of Carthage user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

A.

4.8

Q. Describe your approach to supporting an account with local IT resources present. Do you allow them to utilize your tools and work in tandem with you? What are the expectations for local IT resources when working with you?

5.0 Pricing & Contracts

5.1

Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

5.2

Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

6.0   References

6.1	Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

Please provide any other information you feel should be considered in our evaluation.